



## Fibre broadband: FAQs

### What is Fibre broadband?

Fibre broadband (sometimes called 'FTTC' or 'fibre to the cabinet') is a next-generation broadband product that offers much faster speeds than traditional broadband. Using fibre optic cables that run from the exchange to local street cabinets, Fibre broadband is available to both home and business users.

### What products are available?

Shape Networks offer two product sets:

- Fibre broadband with speeds of up to 76Mbps download and up to 19 Mbps upload, with no download limits
- Fibre broadband with traffic prioritisation, speeds of up to 76Mbps download and up to 19Mbps upload, with no download limits

For all 24 month contracts, we will provide a pre-configured Thomson Technicolour router free of charge, with the option to upgrade if required.

### What is traffic prioritisation?

Traffic prioritisation (sometimes referred to as "traffic shaping") means that time- and business-critical applications such as voice and VPN will be prioritised across the network, HTTP/HTTPS and email will sit in the middle and streaming and P2P will be at the bottom of the priority list. With this feature, you can be sure that your connectivity is running at its optimum level.

### Is Fibre broadband widely available in the UK?

Fibre broadband is currently available at almost 2,500 UK exchanges and this number is increasing by the day.

### What are the lead times for Fibre broadband?

The average lead time for Fibre broadband is 7-10 working days, although this will depend on engineer availability in your area.

### How do I order Fibre broadband?

Ordering Fibre broadband is simple - just call 0207 015 2100 or contact your Customer Account Manager.

### Why is an engineer visit required to install my Fibre broadband?

A VDSL modem needs to be installed for every Fibre broadband provision, with an Ethernet port that must be connected to a router. The engineer will install both the modem and a new master socket faceplate during the visit.

### How long does an engineer visit take?

A standard engineer visit will take around 30 minutes.

### What happens if I miss an engineer visit?

Missed appointments will result in a charge, so please let us know in advance if you are unlikely to be able to attend.

### Can I re-grade between variations of Fibre broadband?

Yes you can! There is just a small one-off cost - please contact us for more details.

### What hardware is needed for this type of circuit?

A VDSL modem is provided, with an Ethernet port to connect your router to.

### How is Fibre broadband supported?

All Fibre broadband services from Shape Networks are provided with a 24/7/365 first line support service, ensuring that any problems are resolved as quickly as possible.

### What happens if there is a fault?

Under our standard care, any fault will be responded to within 40 hours of notification and the fix time will be confirmed depending on the type of fault. With enhanced care the fault will be responded to within 3 hours and typically cleared within 20 hours.